

IN THE CLAIMS

Please amend the claims to read as follows.

1-41. (cancelled)

42. (currently amended) A computer-implemented performance management method operable in an enterprise comprising individuals organized according to a hierarchy, the method comprising:

providing a user interface by which a user defines a data dictionary, the data dictionary defining processing of performance management data, wherein the data dictionary comprises one or more data fields, an operator for defining an operation to be applied to performance management data in at least one of the data fields, and wherein each data dictionary field comprises a user-selectable level of the hierarchy to which the data dictionary field is to be applied;

at a performance management transaction server:

receiving performance management data;

applying the received performance management data against the data dictionary; and

creating for an employee an individual performance measurement according to the operation at the user-selectable level of the hierarchy;

~~wherein at least one of the steps are implemented at a performance management transaction server.~~

43. (previously presented) The method of claim 42 wherein the performance management data includes data aggregated from a first level of the hierarchy to a second level of the hierarchy to generate an aggregate value.

44. (previously presented) The method of claim 43 wherein the first level of the hierarchy is associated with a set of employees and the second level of the hierarchy is associated with a manager of the set of agents.

45. (previously presented) The method of claim 44 wherein each of the set of employees has an associated objective having a value, wherein values of the associated objective for each of the set of employees are aggregated and associated with the manager.

46. (previously presented) The method of claim 43 wherein each of the set of employees is rated on a team objective.

47. (previously presented) The method of claim 42 wherein the performance management data is received from one or more systems.

48. (previously presented) The method of claim 42 comprising generating a report based on a result of applying the received performance data against the data dictionary.

49. (previously presented) The method of claim 42 wherein the operation associates data from a first data field with data from a second data field.

50. (previously presented) The method of claim 42 wherein the dictionary entry comprises a rule that defines a value associated with performance management data in at least one of the data fields.

51. (previously presented) The performance management method of claim 42 wherein the rule enables a first user in the hierarchy to override a configuration setting of a second user in the hierarchy.

52. (previously presented) The performance management method of claim 51 wherein the configuration setting is overridden by a manager.

53. (previously presented) The performance management method of claim 42 wherein the data dictionary further includes a user-selectable measurement period against which the operation is to be applied.

54. (previously presented) The performance management method of claim 42 wherein the user interface is provided by a web page.

55. (previously presented) The performance management method of claim 42 wherein the hierarchy comprises a first level, and a second level.

56. (currently amended) A computer-implemented performance management apparatus operable in an enterprise comprising individuals organized according to a hierarchy, the apparatus comprising:

a user interface allowing a user to define a data dictionary, the data dictionary defining processing of performance management data, wherein the data dictionary comprises one or more data fields, an operator for defining an operation to be applied to performance management data in at least one of the data fields, and wherein each data dictionary field comprises a user-selectable level of the hierarchy to which the data dictionary field is to be applied;

an information management function executed on a performance management transaction server to receive performance management data, to apply the received performance management data against the data dictionary, and to create for an employee an individual performance measurement according to the operation at the user-selectable level of the hierarchy.

57. (previously presented) The apparatus of claim 56 wherein the performance management data includes data aggregated from a first level of the hierarchy to a second level of the hierarchy to generate an aggregate value.

58. (previously presented) The apparatus of claim 56 wherein each of the set of employees is rated on a team objective.

59. (previously presented) The apparatus of claim 56 wherein the performance management data is received from one or more systems.

60. (previously presented) The apparatus of claim 56 wherein the information management function is to generate a report based on a result of applying the received performance data against the data dictionary.

61. (previously presented) The apparatus of claim 56 wherein the hierarchy comprises a first level and a second level.